MANUAL

DOOR INTERCOM

SS1808-01-4G01E
4G AUDIO INTERCOM
(ACCESS CONTROL SYSTEM)



For your protection, read these instructions completely

And keep them for future reference.

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Thank you for purchasing SS1808-01-4G01E 4G audio intercom. Please read this manual carefully before using.
Be sure to keep this manual for future reference in case of any problem or question should arise.

IMPORTANT SAFTY INSTRUCTIONS

When using this SS1808-01-4G01E 4G audio intercom, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury. Please read the following before using your equipment.

1. Follow all warning and instructions on the product.
2. Unplug all the connections of product before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
3. Do not use this product near water.
4. Do not use this product near an area where there is a potential of gas leaks or near any fumes that can be explosive.
5. Do not place this equipment near or over a radiator or any other heat source.
6. Do not overload the wall outlet or power cord where the power adapter is installed. This can result in fire or electric shock
7. Avoid spilling liquid on this equipment and do not insert any objects through the ventilation slots.
8. Avoid using the equipment during an electrical storm. There is a remote risk of electrical shock from lighting.

SS1808-01-4G01E 4G AUDIO INTERCOM INTRODUCTION

SS1808-01-4G01E 4G audio intercom which can call the owner's mobile or landline phone and it's up to 3 numbers can be added which will be rung in sequence. When a visitor arrives at your property they will **press "call bu (🔔) "** on the intercom which will then connect to a phone number, landline or mobile, once you answer the phone and speak to them you can then open the gate from your phone and let them in remotely from wherever you are in the world by pressing **1** to trigger relay 1 or press **4** to trigger relay 2

This system also has Mobile Access Control built in which recognizes your Caller ID and allows entry. You can open the gates by dialing the SIM card number held within the unit to open your gates, when a call is received, it is dropped and the Caller ID checked against numbers programmed and if there is a match, will send a signal to open, any unknown callers will be ignored.

The unit is easily wired into your gate and garage systems and it does not need any special installation or complicated wiring; it needs power only and an active SIM card.

Product Features:

1. Single Call Button
2. Receive your intercom calls on your phone wherever you are
3. Open a gate or door lock from your phone
4. Calls up to 3 numbers in sequence, mobiles or landline telephones.
5. Up to 1150 user Caller ID Access Control
6. 2 relay outputs for optional easy control the gate opener or alarm parts
7. Blue backlit call button for easy night time operation.
8. Die cast aluminum vandal resistant design
9. Surface or flush mount styles
10. Installation and set-up are simple (SMS, APP)
11. Check events log via SMS/ Email
12. Available with 12V – 24V AC/DC input
13. Weather proof IP 65

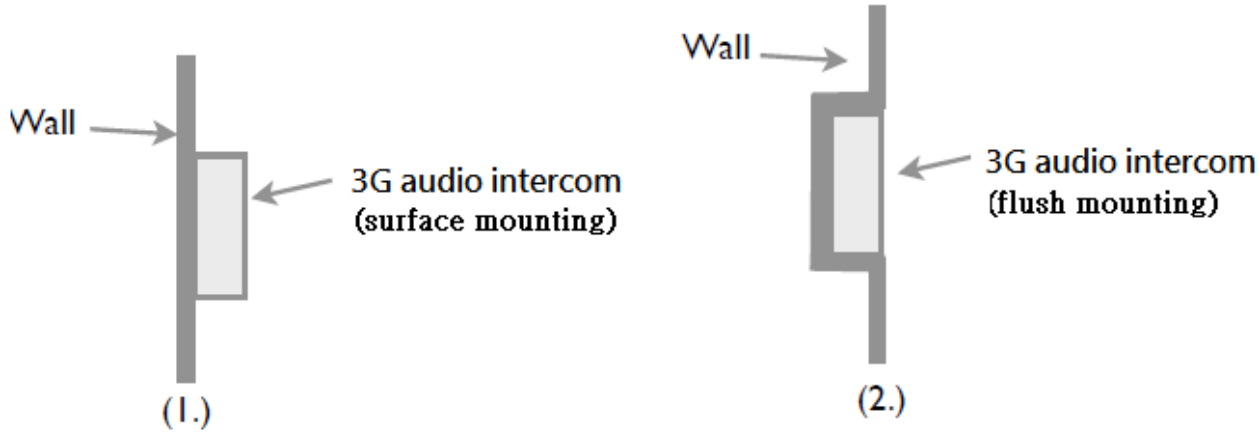
SS1808-01-4G01E 4G AUDIO INTERCOM WITH ACCESSORIES

Item	Description	Q'ty
1	SS1808-01-4G01E 4G audio intercom	1
2	Power adapter	1
3	External 3-meter antenna	1
4	Mounting Bracket for antenna	1
5	Operational manual	1



INSTALLATION

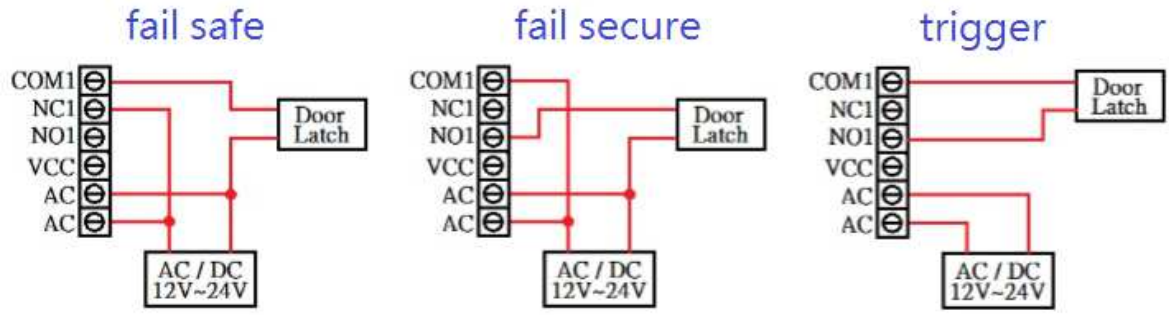
This 4G audio intercom is suitable for both flush and surface mounting.

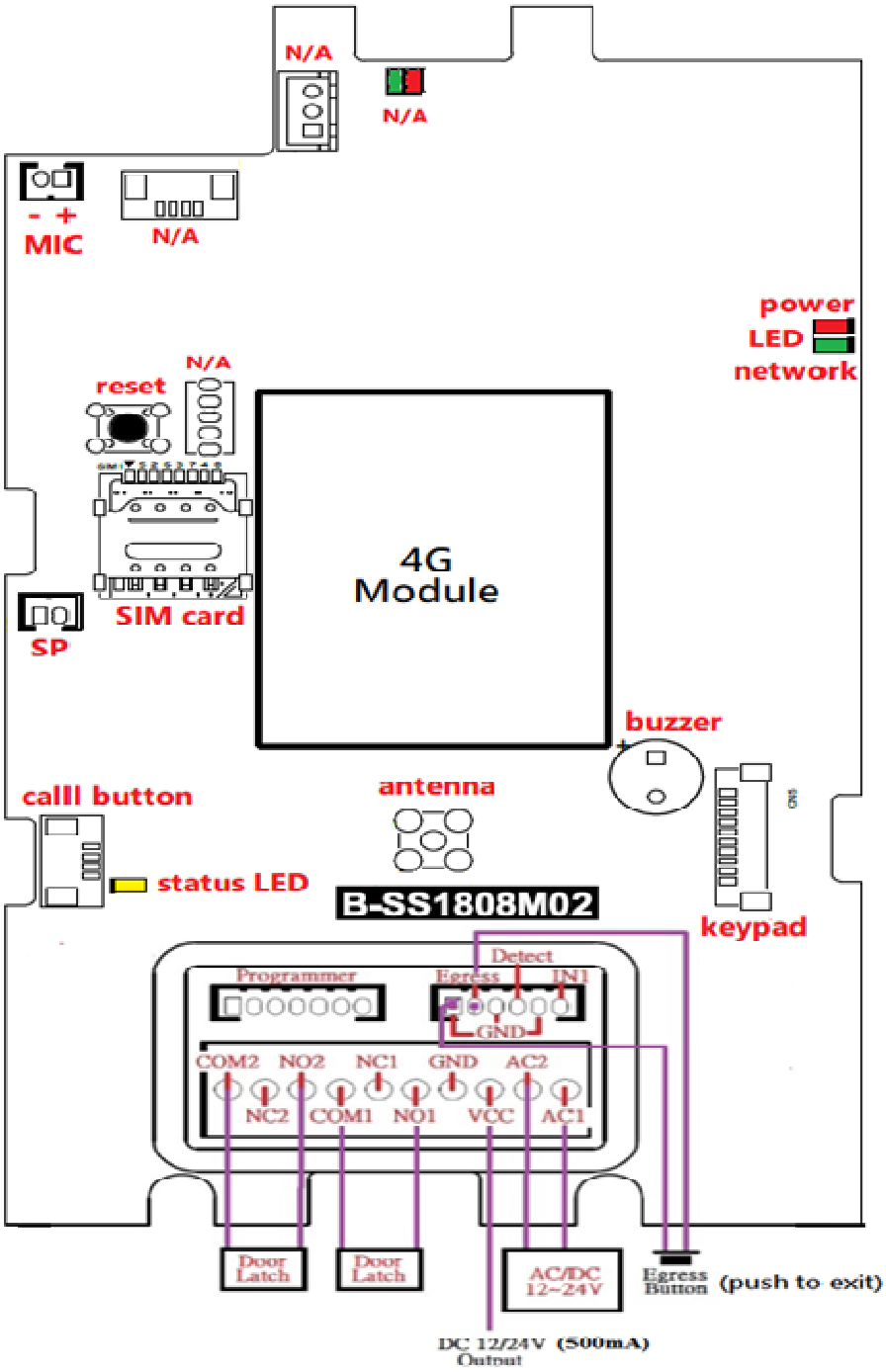


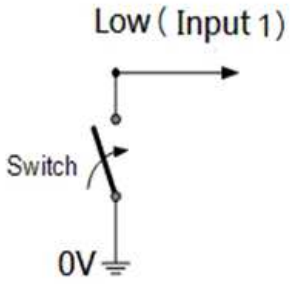
SS1808-01-4G01E 4G AUDIO INTERCOM UNIT



Wiring Diagram







LED INDICATORS

1. **LED "Intercom Status " Indicator**

LED	Status
Yellow (standby)	Flashes once per 5 seconds
Yellow (using)	Solid

2. **LED 'Network "Indicator**

LED	Status
Green (ready)	Flashes once per 3 seconds
Green (searching)	Flashes once per second
Green (busy)	Solid

3. **LED " Power " Indicator**

LED	Status
Red (power on)	Solid
Red (power off)	Off



1. SIM card

You will need a regular voice and SMS text SIM card and capable of running on 2G/4G service.

1. Use a Micro SIM for our intercom (if your SIM size is Nano you must add an adapter)
2. Ensure the SIM card has calling credit, and can make and receive calls on a mobile phone
3. Check that the SIM does not have a PIN code request
4. Disable voicemail service on the SIM
5. Power should be OFF before inserting the SIM

2. Antenna

Install the antenna as high as possible on the top of the pillar for best possible reception.

3. Door Lock

Connect an electric door lock to terminals marked "door latch".

4. Power Supply

Connect a 12 volt DC power supply to terminals marked "AC1, AC2"

The power supply should be capable of supplying a constant current of no less than 1amp.

5. After a final check of wiring , switch on the power

6. Allow 20~30 seconds for the unit to boot up and detect the network. Once successful connection has been made, the unit will sound a confirmation tone and the status LED will begin flashing.

SS1808-01-4G01E 4G AUDIO INTERCOM OPERATION

Enter System Menu

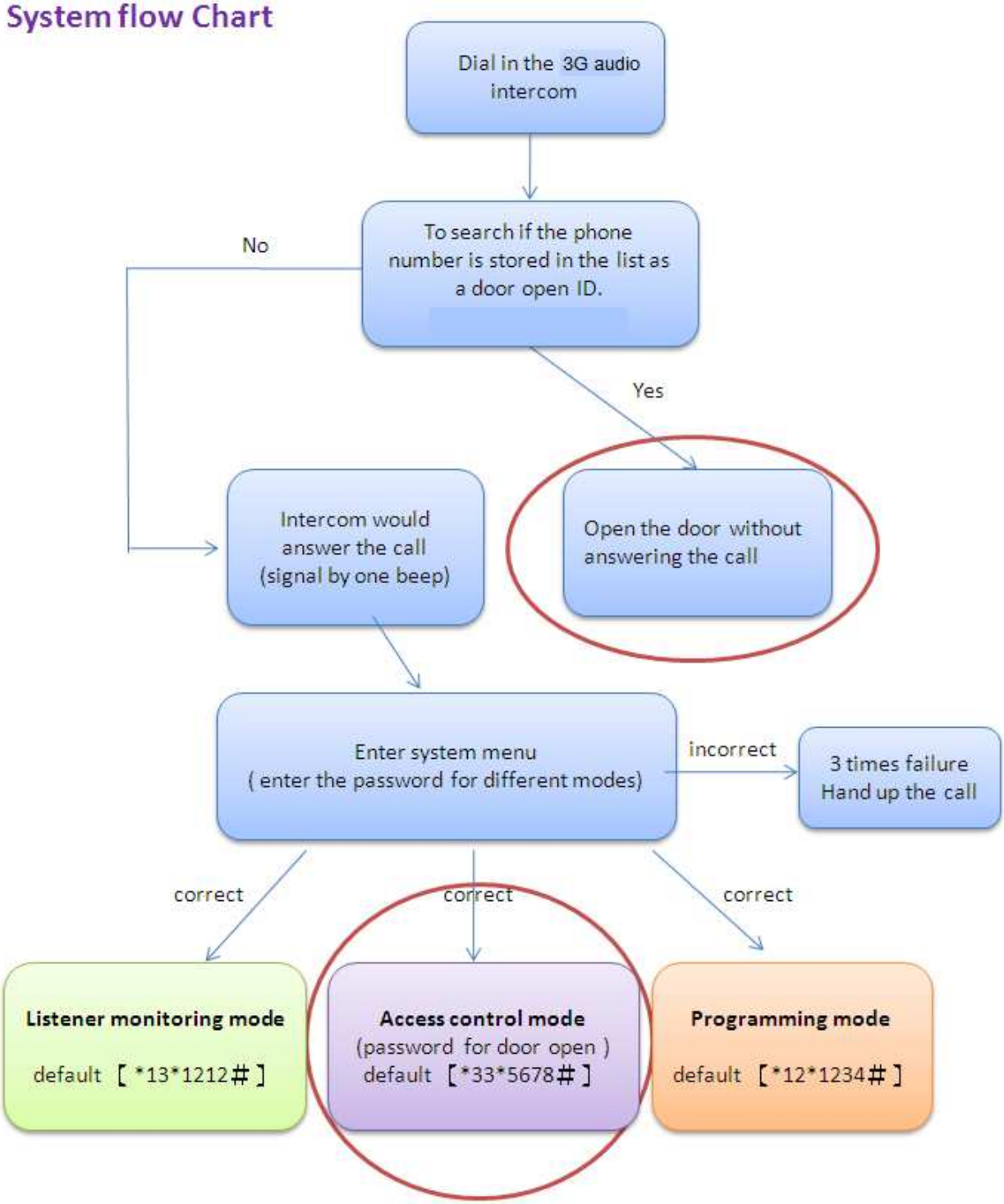
There are three different modes under system menu.

1. Listener monitoring mode
2. Access control mode
3. Programming mode

To gain access to the system menu via dial in, follows these steps:

1. Call the telephone number of the 4G audio intercom
2. Wait for the intercom to answer and signal by one beep to enter system menu
3. Enter the password of the mode you would like to enter
4. Password correct one beep, password error 3 beeps.
5. 3 times failure attempt on password , hang up the call

System flow Chart



Enter Listener Monitoring Mode

1. Call the telephone number of the 4G audio intercom
2. This device will then verify your phone number with your predefined numbers.
3. You will hear a "Do" tone to enter listener monitoring mode by pressing【***13*1212＃**】where 1212 is the password.
4. You are now in the" listener monitoring mode".(you can hear the live sound of the intercom's surrounding environment)

* Under this mode speaker is OFF.(**35＃: turn on** speaker)

* You can still control the relay output when you are under listener monitoring mode but speaker must be ON status.

Enter Access Control Mode

1. Call the telephone number of the 4G audio intercom.
2. This device will then verify your phone number with your predefined numbers.
3. You will hear a "Do" tone to enter access control mode by pressing【***33*5678＃**】where 5678 is the password.
4. The door will be opened after enter the correct password

*(To open the door by password, if the number is not stored in the access control section)

Enter Programming Mode

1. Call the telephone number of the 4G audio intercom
2. This device will then verify your phone number with your predefined numbers.
3. You will hear a "Do" tone to enter into programming mode by pressing【***12* 1234＃**】where 1234 is the password.
4. You are now in the "programming mode"

   Note: At the end of each command there can be one of the two indications:

   Successful: a long "beep" tone, failed: three short "beep" tone.
5. To make changes on settings please refer to the user commands.
6. To end programming mode just hang up.

NOTE:

***To be successful in programming, originate a call from a land line and enter the digits slowly or using programming by text message.**

Programming

Programming can be carried out either by dial into the 4G audio intercom or by text message

(Certain programming feature can only be set up by text message, please refer to user commands P.15)

Programming by text message

Programming by text message is the simplest way to customize the settings of the 4G audio intercom and add or delete telephone numbers. Simply send texts in the format to the telephone number of the SIM within the 4G audio intercom.

Note:

1. A Single SMS text messages is limited to 140 characters.
2. You can program many different user command codes in one text message with SMS command format. ***12*1234 # [command Code1] # [command Code 2] # [command Code3] #.....**
3. Each SMS must start with the pass code , default 1234 in the following format ***12*1234 #** Followed immediately by a command.
4. To program a call button numbers DO NOT enter country code, just the complete number as you would dial it.

Example:

Storing a call button phone number (Max 3 numbers) and delete 2&3 phone numbers.

058 57235 (landline number 1)
086 5682554 (mobile number 2)
086 2235644 (mobile number 3)

Command to use: *12*1234#1[Y][phone number]#
Y= number 1, 2 or 3

SMS format: (storing a call button phone numbers)
*12*1234#**1**105857235#**1**20865682554#**1**30862235644#

SMS format: (delete 2&3 phone numbers from a call button)
*12*1234#**12*#13*#**

User command code CORRECT

SMS format:

*12*1234#**1**105857235#**1**20865682554#**1**30862235644#

SMS reply:

1105857235#**1**20865682554#**1**30862235644# OK

User command code ERROR (user command 19 error)

SMS format: *12*1234#1105857235#190865682554#130862235644#

SMS reply: 110587235#190865682554# Error

Progrmming by dial in

Note: programming dial in can't be used from telephones which are already programmed to open the door when they dial the 4G audio intercom but you can disable Caller ID display (withhold the number) on the mobile before using.

To gain access to the programming mode via dial in, follows these steps:

Example:

Storing a telephone number for dial in door release

Enter Programming Mode by Pressing…..

*12*1234# (1234 is default password)

A successful pass code will produce a single long beep. A failed attempt will produce 3 short bleeps.

You may now program up to 1150 telephone numbers into memory.

Use the following commands to program the unit

* Insert international country code (1~3 digits): **71 [country code] #**
* Add a number (up to 1150 numbers):**72 [relay][telephone number] #**
* Delete a number: **73 [telephone number] #**
* Delete all numbers: **73*#**

ACCESS CONTROL OPTIONS

1. Caller ID recognition
2. Enter password code by call or send SMS

1. Caller ID recognition

If your number is saved inside the intercom memory, just dial the SIM card number held within the unit to open your gates and it will activate the door or gate without answering your call.

*For Caller ID recognition to open the door or gate you need to program the mobile numbers and country code into the memory before using.

Example:

Ireland Country code: 353 (UK: 44 / USA: 1) Do not use any leading zeroes.

086 5683624 (mobile number 1)

086 5682554 (mobile number 2)

086 2235644 (mobile number 3)

Command to use: *12*1234#71[country code]#72[relay] phone number] #72[relay][phone number] #72[relay][phone number] #.....

SMS format:

*12*1234#71353#7210865683624#7210865682554#7220862235644#

To delete phone numbers of dialing in to open

SMS format: (to delete phone number 1 and 2)

*12*1234#730865683624#730865682554#

SMS format: (to delete all numbers)

*12*1234#73*#

2. Enter password codes by call or send SMS

If your number is not saved in the intercom memory, it will answer the call. Enter the Password code on your telephone keypad or just send a SMS to activate the door or gate

*33*5678# (trigger relay 1)	*36*5678# (trigger relay 2)
*34*5678# (hold relay 1)	*37*5678# (hold relay 2)
*35*5678# (release relay 1)	*38*5678# (release relay 2)

*This is for door open option for telephone numbers not stored.

Check GSM signal strength (0~31 levels)

When a request for 4G signal strength SMS is sent to the 4G audio intercom it will reply with a signal strength code and service provider name. The code will be between 0~31 means the signal level is from poor to best.

Example:
SMS format *20#
SMS reply: Vodafone Signal Level = 31 【Signal is very strong】

Check Relay And Detect Status

You can send SMS command code to check relay/detect status.

SMS format *22#

SMS Reply Relay1= release, Relay2= hold, Detect =ON，IN1= ON

Remark:

Terminal mark" Detect" (see wiring diagram) is for you to connect a door reed switch. The gates would have a reed switch wired through the" DET" input to ground. It's used by the user to check if the gates are open or closed.

Administrator Number

Once the administrator number is stored, the unit will only accept programming from this number and only via SMS programming.

Example:
Program a mobile number as an administrator number via SMS
Mobile number: 0865682554
Command to use *12*1234#74 [Admin number]#

SMS format *12*1234#**74**0865682554#
To delete the Admin number *12*1234#74*#

CHECK ALL LOGGED DOOR ACCESS EVENTS VIA E-MAIL OR SMS

This system allows you to check the history of all logged door access events including call-out number used, Caller ID number used or PIN code used (keypad version) via E-Mail or SMS.

There is a list of commands you need and examples to guide you on the settings for this feature. Please setup following required parameters and commands before you can use it.

1. Via E-Mail

NOTE: G-mail doesn't support this feature.

o.	Function	SMS command codes
1	Auto sending logged events	*12*1234#83[N]# N= 0 (sending when it reaches 100 events) - default N=1 (sending when it reaches 200 events) - max
Sending record when it reaches 200 events. / command code example: *12*1234#831#		
2	Sending logged events via e-mail	*12*1234#84[N]# N=0 (no saving /sending logged events) N=1 (via SMS, 4 events limited per SMS) N=2 (via E-mail)
Sending logged events via email / command code example: *12*1234#842#		
3	GPRS parameters setting	*40*1234#APN, auth_type,user name,password# auth_type: 0= none / 1= PAP / 2= CHAP
Command code Example:		*40*1234#internet,0,,# (auth_type = 0 (no need for user name and password)) pass code APN auth_type =0 (none)
4	E-mail parameters setting (Doesn't support Gmail)	*41*1234#type,SMTP server,port,user name, password, e-mail address, e-mail sender name# Type: 0= normal, 1= SSL , 2=TLS
Command code Example :		*41*1234#2,gainwise.com,25,gainwise,5826,gainwise@gainwise.com, gainwise# pass code type SMTP server Port user name PD email address sender name
5	Recipient & Carbon copy settings	*42*1234# recipient e-mail address, recipient name, carbon copy e-mail address, carbon copy name#

Commande code example:

*42*1234#michael@gainwise.com,MICHAEL,ivy@gainwise.com,IVY# (complete setting)

pass code | recipient email address | recipient name | carbon copy email address | carbon copy name

*42*1234#michael@gainwise.com,,ivy@gainwise.com,# (recipient/carbon copy name can be omitted)

pass code | recipient email address | carbon copy email address

*42*1234#michael@gainwise.com,MICHAEL,,# (carbon copy can be omitted)

pass code | recipient email address | recipient name

No.	Function	SMS command codes
6	E-mail subject setting	*43*1234# e-mail subject#
Command code Example: *43*1234# logged door access events # (pass code / email subject)		
7	Immediately sending request logged events via email or SMS	*44*1234# SMS reply: successful or failed
8	Check parameters setting	*4[N]*1234# N=0 (reply GPRS parameters) N=1 (reply e-mail parameters) N=2 (reply recipient & carbon copy) N=3 (reply e-mail subject)
Check GPRS parameters setting / Command code example: *40*1234#		
9	Mobile number for receiving logged events via SMS	*12*1234#85[mobile number.]#
10	Delete mobile number for receiving logged events via SMS	*12*1234#85*#
11	Clock Sync- auto time calibration after power fail	*12*1234#86[SIM phone number held within the intercom]#
12	Delete the phone number for clock Sync	*12*1234#86*#

2. Via-SMS

There are 3 programming codes you will need to make this feature work

1	sending logged events via SMS	*12*1234#84[N]# N=0 (no saving /sending events) N=1 (via SMS, 4 events limited per SMS) N=2 (via E-mail)
2	mobile number for receiving logged events via SMS	*12*1234#85[mobile Number]#
3	SIM phone number held within intercom for clock date and time corrention	*12*1234#86[SIM phone No. held within the intercom]#

You can program many different user command codes in a single text message with SMS command format. *12*1234 # [command Code1] # [command Code 2] # [command Code3] #.....

Example:

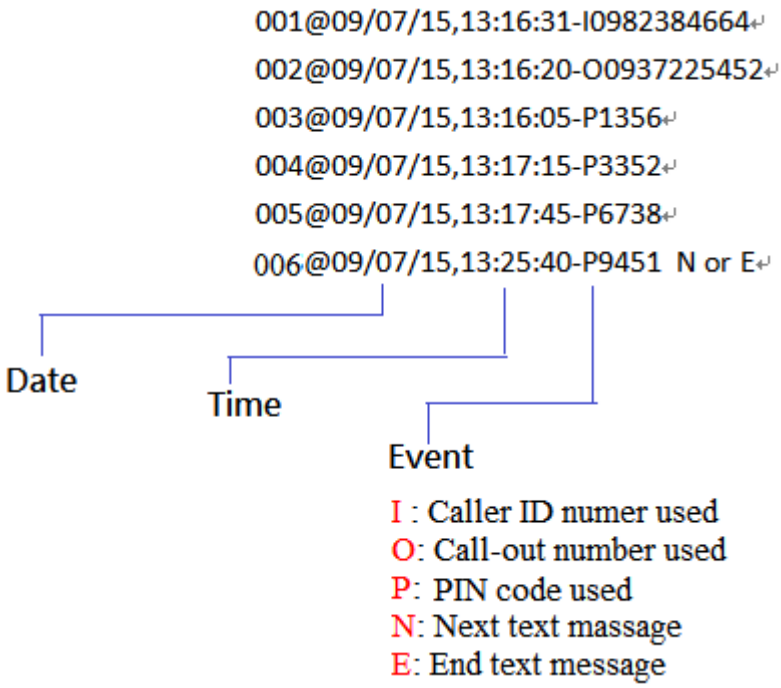
Mobile number for receiving logged events 0907967223

SIM phone number held within the unit 0948778458

*12*1234#841#850907967223#860948778458#

Send *44*1234# to check logged events

Log format:



To gain access to the different modes and control relay via SMS or call

No.	Function	command	Description	Default
1	Enter Programming Mode	*12* [password] #	Programming by calling	1234
2	Enter Monitoring Mode	*13* [password] #	To hear the surroundings where the intercom installed	1212
3	Enter Access control Mode (Trigger relay 1)	*33* [password] #	Password mode access option	5678
4	Hold Relay 1	*34* [password] #	To hold relay to keep door opened	5678
5	Release Relay 1	*35* [password] #	To release relay for door close	5678
6	Trigger relay 2	*36* [password] #	Password mode access option	5678
7	Hold Relay 2	*37* [password] #	To hold relay to keep door opened	5678
8	Release Relay 2	*38* [password] #	To release relay for door close	5678

User commands to check system info & control relay via SMS

Note: for these function codes there is no need to start with *12*1234# in the command codes just simply use the command as below.

No.	Function	Command	Reply
1	Check signal strength	*20#	1.Ver:E Firmware version 2.standby operator name, network 3.standby signal level=0~31 4.call out operator name, network 5.Call out signal level=0~31
2	Check stored numbers (Call out and call in)	*21#	O [number]…,I [number]…..E (N) O：call out numbers I：call in numbers E：End / N：Next SMS
3	Check relay / detect status	*22#	Relay 1[status], Relay 2[status], Detect [Input], IN1 [Input] Status: hold/ release/ trigger Input: on/ off
4	Check detect SMS content	*26*1234#	Default PWD 1234 Detect PIN Trigger
5	Check intercom move detection SMS content	*27*1234#	Default PWD 1234 Case open
6	Check power loss SMS content	*28*1234#	Default PWD 1234 Power loss
7	Check power active SMS content	*29*1234#	Default PWD 1234 Power active
8	Check input 1 triggered SMS content	*30*1234#	Default PWD 1234 IN1 trigger
	● SMS data error	(Only 0~9、* are available)	SMS Data Error
	● Function code error		Function Code Error

USER COMMANDS

You can program many different user command codes in one text message with SMS command format. *12*1234 # [command Code1] # [command Code 2] # [command Code3] **#.....**

No.	Feature	Command	Description	Default
1	Change programming Password	01 [password] #	password:4 digit codes	1234
2	Change access control password	02 [password] #	password:4 digit codes	5678
3	Change monitoring mode password	03 [password] #	password:4 digit codes	1212
4	Store a call button phone number	1 [Y] [phone number] #	Y= phone number 1,2 or 3 Max 3 phone numbers phone No.:3~15 digit codes	None
5	Delete a call button Phone number	1[Y]*#	Y= phone number 1,2 or 3 phone No.:3~15 digit codes	None
6	Speaker Volume	3 [speaker volume] #	speaker volume level:0 ~ 4	3
7	Microphone Volume	4 [microphone volume] #	microphone volume level:0 ~ 4	3
8	Relay 1 Time	51 [relay1 time] #	relay time: 1~9999 sec	1
9	Relay 2 Time	50 [relay 2 time] #	relay time: 1~9999 sec	1
10	Ringing time on call out numbers	52 [ringing time] #	divert time :10~99 sec Adjust this to avoid voice mail picking up a call	20 sec
11	Max talk Time	53 [max talk time] #	Max call time:005~999 sec	060 sec
12	Max monitoring time	55[duration time] #	duration time:00 ~ 60 mins 00 (no limit)	10 mins
13	Store a service call number to receive a scheduled call or SMS	77 [Phone number] #	Phone number: 3~15 digit codes This service number feature is useful for SIM is not often used to prevent switch off by the provider	N/A
14	Set day time schedule to make a call or SMS	57 [Day]#	Day : 00~60 day time schedule 00= no call or SMS	00
15	Making a scheduled call or SMS	58 [Type] #	Type:1 or 2 1=SMS 2=Call	1
16	Delete the stored service number	77*#		N/A

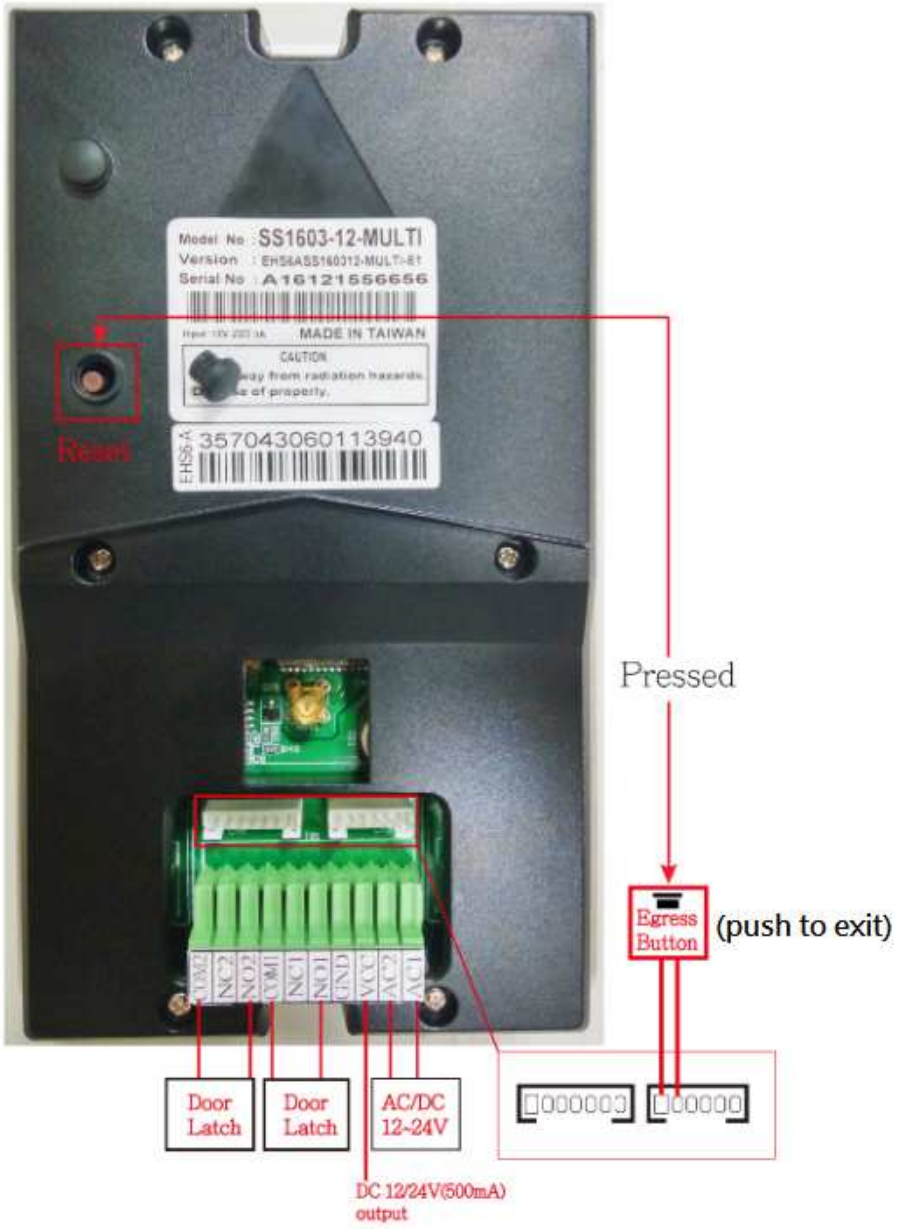
17	Change ringtone	60 [X] #	X= 0 no ringtone X= 1 simulate ringtone (default) X= 2 real ringtone X= 3 simulate ringtone and real ringtone	1
18	Change dial in model	65 [X] #	1= dial in to open 2= dial in to talk 3= disconnect the call from unauthorized numbers	1
19	Dial in to open the door (Max: 1150 numbers)	71 [country code] # 72[relay] [phone number] # 73 [phone number] # 73*#	Country code:1~3 digit codes Relay: 1 or 2 Delete phone number Delete all phone numbers	1
20	Add administrator phone number	74 [admin number] #	admin number: 3~15 digit codes (no number no restriction)	None
21	Del administrator phone number	74*#	delete administrator phone number	None
22	Disable, enable SMS reply notice	894+X#	X=0 (disable) X=1 (enable) Disable , enable SMS replay Relay 1 trigger, relay 2 trigger Relay 1 hold, relay 2 hold Relay 1 release, relay 2 release	0
23	Disable, enable call button LED flashing	896+X#	X=0, 1, 2 0: LED ON 1:LED flashing 2:LED OFF	0
24	Dial tone volume	898+X#	X=1~3 (levels)	2
25	Egress (for push to exit button)	900[X]#	X=0 (relay 1) X=1 (relay2)	0
26	Detect (for egress mode)	901[X]#	X=0 (relay 1) X=1 (relay2)	1
27	Detect mode options	902[X]#	X=0~3 0:disable 1:egress mode (901 feature) 2:trigger mode 3. resistance mode (10KΩ)	0
28	Intercom move detection (Theft Proof)	904[X]#	X=0 (disable) X=1 (enable)	0

29	Intercom move detection (SMS contact number)	905 [Y] [phone number] #	Y= phone number 1,2 or 3 Max 3 phone numbers phone No.:3~15 digit codes	None
30	Enable or disable IN1	907[X]#	X=0 (disable) X=1 (enable)	0
31	Send SMS when door is detected open (under detect mode 2&3)	*26*[password] #SMS content#	PWD default 1234 SMS content:100 characters SMS alert will be sent to call out numbers	Detect PIN Trigger
32	Intercom move detection SMS content	*27*[password]#SMS content#	PWD default 1234 SMS905 nt:100 characters	Case open
33	Power loss SMS content	*28*[password]#SMS content#	PWD default 1234 SMS content:100 characters	Power loss
34	Power active SMS content	*29*[password]#SMS content#	PWD default 1234 SMS content:100 characters	Power active
35	Input 1 is trigged SMS content	*30*[password]#SMS content#	PWD default 1234 SMS content:100 characters	IN1 trigger
36	Change relay1 and 2 trigger/ hold/ release codes	93[ABCDEF]#	ABCDEF= 0~9 and * (single digit) A: trigger relay 1 (default 1) B: hold relay 1 (default 2) C: release relay 1 (default 3) D: trigger relay 2 (default 4) E: hold relay 2 (default 5) F: release relay 2 (default 6)	N/A
37	Change all relay codes at one time	93*[ABCEDF]#		
38	Trigger the door chime When call button is pressed **(relay 2 only)**	941[X]#	X=0, 1 0= disable 1= enable	0
39	Send SMS notification when door is triggered	947[X]#	X=0, 1 0= disable, 1= enable SMS Reply content: Access Control mode(SMS) Access Control mode(RING) Talking mode Listener Monitoring Mode PIN code CID Ring in [not authorized CID]	0

40	Enable or disable ringing extension number	949[X]#	X:0, 1 0= disable 1= enable	0
41	Reset	999#	reset default	None

HOW TO RESET THE HARDWARE WHEN YOU FORGET YOUR PASSWORD

1. Keep both reset and egress buttons pressed.
2. Release all buttons after you hearing continuous " Dou" tones
3. Hardware reset is done



HOW TO CHANGE THE NAME PLATE

1.



Push the left edge and move to left. Insert the screw driver in the right edge.Turn and push the plastic upwords.

2.



Take off the plastic.

3.



Change the name plate.

4.



Then insert the left edge into sideling.

5.



Push the right edge and move to right.

QUICK PROGRAMMING VIA SMS AND OPERATION

Programming dial- out phone numbers for a call button

Note: Programming dial-out numbers DO NOT enter country code, just the complete number as you would dial it.

Command to use: *12*1234#1[Y][phone number]#

Y= number 1, 2 or 3

Examples:

058 57235 (landline number 1)

086 5682554 (mobile number 2)

086 2235644 (mobile number 3)

SMS format: *12*1234#1105857235#1208656825 54#1308622356 44#

Programming Caller ID access control phone numbers

Note: Program a phone number for dial in door release you NEED TO enter country code

Command to use: *12*1234#71[country code]#72[relay] phone number] #72[relay][phone number] #72[relay][phone number] #.....

Example:

Ireland Country code: 353 (UK: 44 / USA: 1) Do not use any leading zeroes.

086 5683624 (mobile number 1)

086 5682554 (mobile number 2)

086 2235644 (mobile number 3)

SMS format: *12*1234#71353#7210865683624#7210865682554#7220862235644#

Operation

When intercom is calling your phone and once you answer the phone and speak to your visitor you can then open the gate by pressing…

Press 1 to trigger relay1	Press 4 to trigger relay 2
Press 2 to hold relay 1	Press 5 to hold relay 2
Press 3 to release relay 1	Press 6 to release relay 2

Sending SMS commands

*33*5678# (trigger relay 1)	*36*5678# (trigger relay 2)
*34*5678# (hold relay 1)	*37*5678# (hold relay 2)
*35*5678# (release relay 1)	*38*5678# (release relay 2)

*20# (check reception level)

*21# (check stored number)

*22# (check gate / door status)

Troubleshooting (Q &A)

.**Q. The unit powers up but there is a bleeping from the door station.**

A. This means the unit is not able to detect the network for some reason.

-Check the SIM card is activated and has calling credit.

-Power off the unit, remove the SIM and check it in a mobile phone to verify it can make a call.

-Check the SIM does not ask for a PIN code when put in a phone. If it does, then disable the PIN code request.

-Check the SIM is a standard 3G or 4G SIM. If you are unsure, contact your SIM card provider to verify.

-Check the reception is good. Poor reception is not sufficient.

-Check the antenna has been mounted as high as possible, not near large metal objects, or wet green shrubs etc.

-Check the antenna connection. Visually inspect that the centre pin inside the antenna is intact, and has not been pushed back inside the fitting.

Q. The unit calls the first number, but there is not enough time to answer before it diverts to the next number.

A. Increase the no answer time as per programming instructions.

Q. The unit calls the first number but voicemail comes on before it can ring the second number.

A. Decrease the no answer time as per programming instructions.

Q. The caller ID part does not work.

A. Be sure to program the caller ID part under 72 feature. If your number is a private or number withheld, then it will not work.

Even if you have already programmed a number to receive a call from the intercom, if you also want that number to have caller ID access, it must be programmed under the 72 feature also.

Ensure the number is entered as you would normally dial it from another phone.

Q. There is no audio from the gate, but the person at the gate can hear ok.

A. This can be due to low reception.

-Check reception level by *20#.

-Change SIM card if necessary to another network which may have better coverage.

-Purchase a high gain antenna.

Q. The audio quality that can be heard on the remote telephone is poor or humming (buzzing).

A. A small amount of GSM buzz can be considered normal on 4G audio intercoms, but not so much that causes inability to hear the person speaking. This can be caused by the GSM antenna being mounted too close to the speech panel or not mounted high enough.

-Try earthling the speech panel chassis to 0V of the power supply.

-This is also a symptom of poor reception. Try above steps on checking and improving reception.

Q. The 1 or 2 key does not work when the intercom calls a phone.

A. Check if you can hear the relay clicking at the gate when the 1 or 2 key is pressed during a call. If it can be heard, then the system is working, check wiring between the relay and the lock or gate panel or try to increase or decrease intercom speaker's volume. If the relays do not make a clicking sound, then check this feature on a different mobile cell phone or landline. If it works on a different phone, check the settings on the phone in question under DTMF tones. Failure of DTMF tones to operate correctly is also a symptom of low reception. Check steps above on improving reception. Try pressing the buttons longer when attempting to activate the gates or door.

SPECIFICATION:

Model	SS1808-01-4G01E 4G Audio Intercom
Frequency bands	GSM 900/1800 Mhz, WCDMA 850/ 900/ 2100 Mhz LTE 800/850/900/1800/2100/2600
Outputs	2 outputs, NC/NO dry contact, 10A/240V AC / 24V DC
Power supply	12~24V AC/ DC (12V DC/ 1.5A power supply adaptor included)
Power Consumption	Standby:48~68mA/ hr, Using: 100~135mA/hr
Surface back box size	189 (H) x 118 (W) x 65(D) mm
Face plate size	180 (H) x 109 (W) mm
Design and material	Vandal resistant / die cast aluminum
Length of antenna	3 meters cable
Humidity	Less than 80% RH
Operating Temperature	-20℃ to 50℃
Operating Current	Maximum 250 mA, Typically 55mA